

DSHS Reinventing the MMIS



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Medical Assistance Administration, DSHS

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Project forges ahead after ISB approves MMIS plan

The State Information Services Board (ISB) has approved the Department of Social and Health Services' plan to purchase an existing Medicaid billing and payment computer and then have it modified to meet the specific needs of Washington State.

The ISB decision followed a March 18 presentation by DSHS and Medical Assistance Administration representatives outlining the plan. Presenters included DSHS Secretary Dennis Braddock, MAA Assistant Secretary Doug Porter, and MMIS Project Manager John Anderson and Deputy Project Manager Gena Cruciani.

"We are pleased by the Board's support and questions. We are moving ahead mindful of the risks of such an important project." Porter said, noting that the state's next step will be to submit the Medicaid Management Information System (MMIS) Re-

procurement request to the federal Centers for Medicare and Medicaid Services (CMS). While cost figures are still being developed, the project currently qualifies for a 90-10 federal match rate.

DSHS had received approval earlier by the ISB to pursue a replacement for the current MMIS, which is a decades-old legacy system that has outlived its ability to meet the evolving needs of a modern health-care system.

The new MMIS is expected to be a much more efficient and versatile computer system, capable of functionality and efficiencies as well as furnishing state decision-makers with more sophisticated reports and decision-support analyses.

The "transfer and modify" recommendation developed by DSHS means the state would not have to start from scratch in

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The MMIS Re-procurement Newsletter

*Medical Assistance
Administration, DSHS*

"Show us what you've got!" That was the invitation the MMIS Re-Procurement Project sent to its vendors last month, asking for a demonstration of their systems. The purpose was twofold:

- 1) The Project team needs to identify any gaps in the system/user requirements being drafting for a modern MMIS; and
- 2) The demos gave stakeholders an opportunity to envision the capabilities of a modern MMIS once freed of the current system's limitations

Participants viewing the demonstrations said they were inspired by all the new changes available in a current MMIS System. *(Videotapes of the sessions are available for those who missed them.)*

MMIS:

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developing the new MMIS. Instead, the successful vendor will be asked to bring in another state's MMIS that was developed with similar specifications to those needed for the State of Washington.

The system then will be tailored to meet Washington's specific needs, thus saving the state development costs and time.

Contracts Specialist Joins Project Team

Lynnette Coan, an attorney, joined the MMIS project team in March and was immediately put

to work crafting the Request for Proposals (RFP) for the MMIS vendor community.

Her background includes two years of undergraduate work as a chemical engineering major at Texas Tech University before returning to Washington to attend the University of Washington where she earned her Bachelor degree in English. (Yes, she is a Husky fan!). She also attended Seattle University School of Law, and under a limited license, she represented an insurance company in trial court cases that included contract law issues. She earned her



Juris Doctorate degree (JD) in 2002. She was admitted to the Washington State Bar Association in 2003. Lynnette began working for MAA in 2002 as the Provider Hearings Program Manager & Legal Adviser in the Administrative Hearings Section of the Division of Policy and Analysis. She represented MAA in provider overpayment cases at the administrative hearing and Board of Appeals levels.

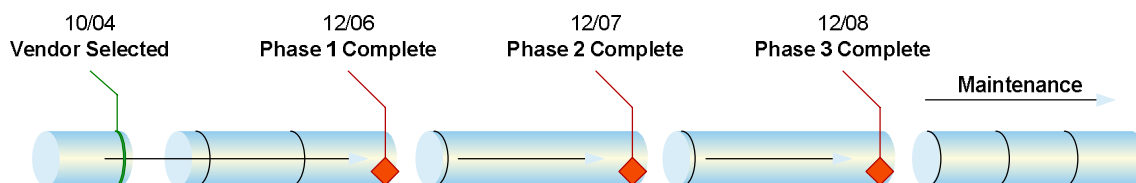
Lynnette lives in Olympia with her significant other, **Dr. John Davis**, of MAA Dental.

MMIS Project Phases

Phase 1 Implement current MMIS Programs

Phase 2 Implement remaining Medicaid Programs

Phase 3 Implement selected "similar" Programs



<i>MMIS Project Tasks & Deliverables</i>	<i>Start</i>	<i>End</i>
<input checked="" type="checkbox"/> Define Business and Technical Requirements	10/03	2/04
<input checked="" type="checkbox"/> Feasibility Study	12/03	3/04
<input checked="" type="checkbox"/> Legislative Approval	1/04	3/04
<input checked="" type="checkbox"/> ISB Approval of Investment Plan	2/04	3/04
Draft Request for Proposal (RFP)	12/03	4/04
Draft Advanced Planning Document (APD)	1/04	4/04
Detailed Program Analysis	3/04	12/04
CMS Review of RFP	5/04	7/04
Advertise RFP	7/04	7/04
Vendors Respond to RFP	7/04	9/04
Proposal Evaluation/Selection	9/04	10/04
Contract Negotiation	11/04	12/04

Business analysts start collecting data

The five-woman MMIS Business Analysis Team went into high gear in April, beginning the long process of poking through DSHS programs and their payer requirements.

The programs include Medicaid, Medical and similar programs slated for migration to the modern MMIS.

Gaye Mercer says the team has a short time to put its picture together – a complicated one to be sure.

“We have a single-minded focus – learning the business of these programs, learning the programs themselves, understanding the process – and asking LOTS of questions,” Gaye said. The analysis is only the first step in building up the detailed list that will be needed to mesh the different payer systems once the new MMIS is in hand.

“We need to understand the intricacies of DSHS programs better so we can make sure the new MMIS accommodates them.”

Of course, changes can be worrisome for some staff and providers because they are not concrete, because they are years away, and because they

are not readily apparent. But once the analysis is complete, there should be less mystery – and a higher comfort level overall.



In the meantime, the team – Manager **Karen De Leon**, **Gaye**, **Dineen Kilmer**, **Judy Bennett** and **Christine Nolan** – is getting to know each other as well as the job at hand. Dineen and Christine were recruited from different parts of MAA. Judy and Gaye knew each other – but only slightly.

“We’re sorting out our specialty areas – finding out what we enjoy doing, what we’re good at. For me, it’s a real learning opportunity, just dealing with a project of this size,” Gaye said.

And already, there are some bonds forming. “We’re getting along real well – although we’re still in the formative stage. But there are no storm clouds yet,” Gaye laughed.

MMIS’ new Web site makes Intranet debut

Information is now available for *internal* DSHS staff on a new MMIS Intranet. The site (<http://mmis.dshs.wa.gov>) includes project news, schedules, and documents for staff across DSHS.

Since some of the material on the site may be proprietary, the site is not accessible from outside the agency. However, an Internet home page suitable for

the public will be available on-line in the near future.

May forum presents project update

Interested DSHS staff will be able to attend a May forum in order to stay up to date on the MMIS project and the RFP being submitted to CMS.

The forum is planned for May 18th in the basement auditorium of OB2 from 8:30 a.m. to noon. Additional meetings will be held if necessary.

Calendar

MAY

1st

Target for MMIS RFP to be submitted to CMS for review and approval

18th

Agency-wide forum to update staff on MMIS project
OB2 auditorium
8:30 a.m.

25th

Cross Administration Team Meeting

JULY 1

Target date for MMIS RFP to be released to vendors

MMIS questions? Contact Communications Manager
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